



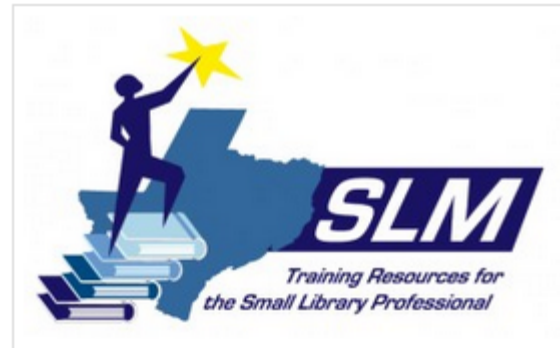
Hiring 101

Kelly Skovbjerg (Patrick Heath Public Library)

Kyla Hunt (Texas State Library & Archives Commission)

First, a back story...

We are updating the Small Library Management Training Program!

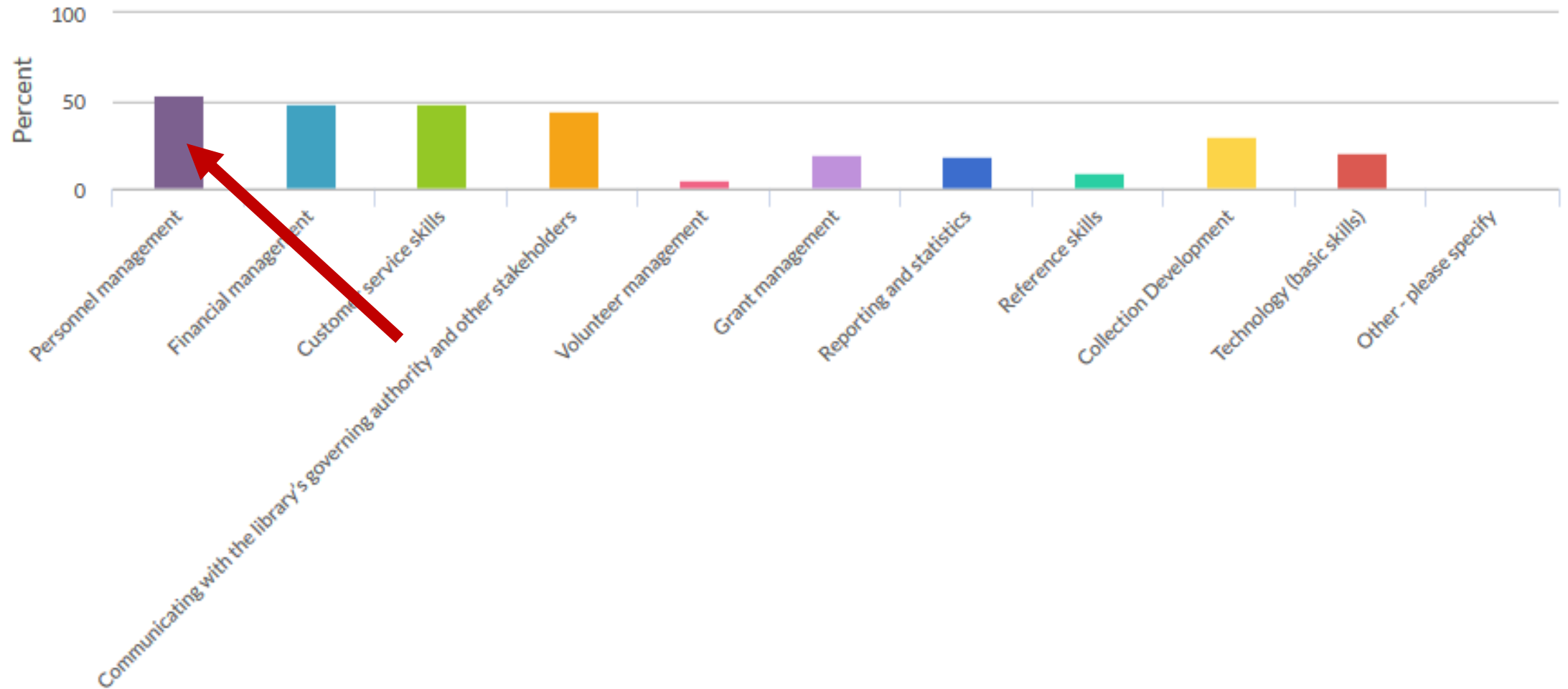


The [Small Library Management Training Program](#) is an ongoing educational program to provide management and foundational library skills to those without Master's degrees in Library Science who work in small community (25,000 or less population) libraries in Texas. SLM has long been intended to provide intensive training for small community

library managers and staff in the areas of administration, management, policy development, collection development, reference services and technology planning. This has historically involved face to face workshops throughout the state, and more recently an increasing variety of online courses.

Most important in leadership & management

8. Please select the three skills you think are the most important in library management.



2 New SLM Tracks

The **Library Operations Certificate** is designed for those wanting to successfully implement the core functions of public libraries. (Complete 4)

- Collection Development (online course available now!)
- You Can Do I.T. (online course available now!)
- Technology 101 (online course coming in 2020)
- *Library Professionalism and Values (online course coming in 2021)
- Additional courses to be announced

2 New SLM Tracks

The **Leadership and Management Certificate** is designed for those wanting to improve their skills in personnel or volunteer management as well as long-range planning. (Complete 4)

- Introduction to Financial Management (online course available now!)
- *Personnel Management (online and in person course coming in 2020)
- *Library Professionalism and Values (online course coming in 2021)
- Additional courses to be announced

It is easier to manage the right people for the job – and that starts with the hiring process!



["Kick Start Your Job Search Sessions"](#) by [Savannah River Site](#) is licensed under [CC BY 2.0](#)

First, a disclaimer

- We are not:
 - HR Professionals
 - Lawyers
 - Able to provide legal advice
- This webinar will be providing one librarian's perspective on hiring practices. If you need legal advice, please contact your governing body, your legal representative, or your HR department.

About our speaker



**Kelly W. Skovbjerg,
Director of the Patrick Heath
Public Library**

HIRING 101

Best Practices for Finding the Library Workers You Need



**PEOPLE ARE OUR MOST PRECIOUS
RESOURCE.**

Turnover and Time

- Turnover costs can be significant.
- It also takes time to recruit, hire, onboard and train new employees.



Job Descriptions: The Foundation

Create job descriptions for every position in the library

A close-up photograph of a hand holding a blue pen, writing on a job description form. The form is titled "JOB DESCRIPTION" in a large, bold, black box. Below the title, there are several sections with labels: "JOB TITLE:", "Reporting to:", "Tasks:", "Standards & Expectations:", "Safety:", and "Development:". Each section has a series of horizontal lines for writing. The form is placed on top of a newspaper clipping. The newspaper text is partially visible, showing words like "Employment", "CUSTOMER SERVICE", "OFFICE PROFESSIONAL", "Immediate Start", "Experienced professional required", "Duties include administrative", "accounting, Minimum", "High School Graduate", "Excellent", "to write a", "Sales Manager", "P.O. Box 78", "Downtown", "Applications in", "prospects", "be able to", "have 3 years", "provided", "full training", "part time", "People", "ed", "available".

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AutoSave 319 Library Aide - Hiring Webinar - Compatibility Mode Kelly Skovbjerg

File Home Insert Design Layout References Mailings Review View Help Search

Share Comment

Job Description: LIBRARY AIDE

CLASS NO. 319 EEOC CATEGORY: Office and Clerical

PAY GROUP: 3 FLSA: Nonexempt

SUMMARY OF POSITION

Primarily responsible for providing library services to patrons. Work involves responsibility for routine circulation, shelf maintenance and clerical functions using automated system. Duties include locating and checking materials in and out, providing information and technology assistance, registering new patrons, shelving library materials, inputting data, and assisting with special projects. Also required to make independent decisions as dictated by library policies.

ORGANIZATIONAL RELATIONSHIPS

- Reports to: Assistant Library Director or in his/her absence the Library Director.
- Directs: This is a non-supervisory position.
- Other: Has frequent contact with the general public, other city departments, schools, and organizations.

EXAMPLES OF WORK

Essential Duties*

Assists patrons at all service desks;

Processes new and replacement library cards;

Provides information and technology assistance to library users;

Shelves and shelf reads materials;

Collects fines and fees;

Trains staff and/or volunteers performing related work; may participate in recruitment of volunteers, as appropriate to the area of operation, and

Performs clerical and other staff support duties.

Other Important Duties*

Answers the phone;

Processes and repairs library materials;

Promotes library programs and services;

Serves as essential emergency personnel when required;

Regular and prompt attendance is an essential function of the position; and

Performs such other related duties as may be assigned.

CORE LIBRARY COMPETENCIES

Employees are expected to demonstrate the following qualities at all times:

- Adaptability:** Adjust nimbly to provide solutions to changing situations.
- Communication:** Provide, through verbal and written methods, concise, timely and accurate information, internally and externally,
- Customer Service:** Efficiently, effectively and positively meet the needs of external and internal customers.
- Initiative:** Plan ahead for problems or opportunities and take appropriate action;
- Interpersonal:** Demonstrate positive social skills necessary to get along well with others and function constructively in groups.
- Professionalism/Ethics:** Align behavior with the library's mission, values, and strategic focus in serving a diverse stakeholder community.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: municipal library operations; integrated library management systems; and the Dewey Decimal System.

Skill/Ability to: work well with adults and children; perform simple math; demonstrate proficiency in both oral and written communication; provide customer service, including technology assistance and strong problem solving skills; type accurately and demonstrate proficiency in using Microsoft Office products and financial transaction software; navigate the internet and use web-based programs; assist and instruct patrons on a wide variety of operating systems and devices; and establish and maintain effective working relationships with organizations, schools, employees, and the general public.

Safety/Physical Ability: Moderate. Tasks include bending, stooping, lifting up to 50 lbs; individual must be able to shelve materials of various sizes.

ACCEPTABLE EXPERIENCE AND TRAINING

High school diploma, or its equivalent; experience relevant to the duties and responsibilities of the position, including computer literacy.

CERTIFICATES AND LICENSES REQUIRED

None

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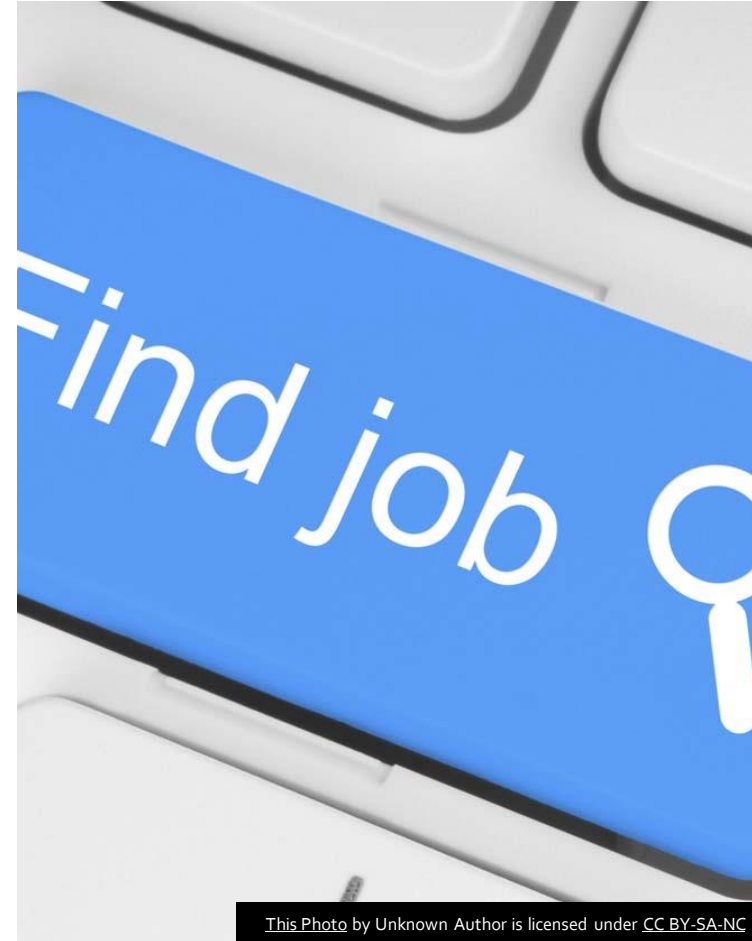
LIBRARY AIDE



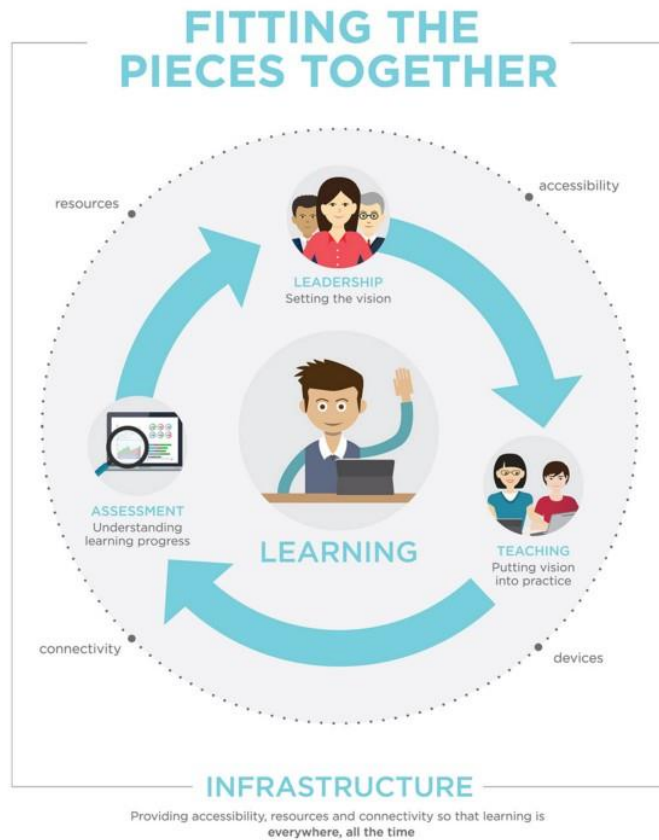
If job descriptions exist,
revise or review them at
least annually

Think holistically about jobs in the library

Search job sites for
position advertisements
in other libraries



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tech.ed.gov/netp

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Consider library plans
when creating or revising
job descriptions

Elements
to include

```
graph LR; A[Elements to include] --- B[Title]; A --- C[EEOC Category]; A --- D[Summary of Position]; A --- E[FLSA status];
```

A diagram with a central green box on the left containing the text 'Elements to include'. Four red lines radiate from the right side of this box to four stacked orange boxes on the right. The orange boxes contain the text 'Title', 'EEOC Category', 'Summary of Position', and 'FLSA status' from top to bottom.

Title

EEOC
Category

Summary
of Position

FLSA
status




Job
Descriptions:
What is
Needed


I is all this talk of e × +

https://www.askamanager.org/exempt-and-non-exempt

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TOPICS ARCHIVES ASK A QUESTION BOOKS PODCAST ABOUT CONNECT SURPRISE ME!





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what the hell is all this talk of exempt and non-exempt about?

This comes up a lot, so here's a quick explanation:

In the U.S., all workers are classified as exempt or non-exempt.

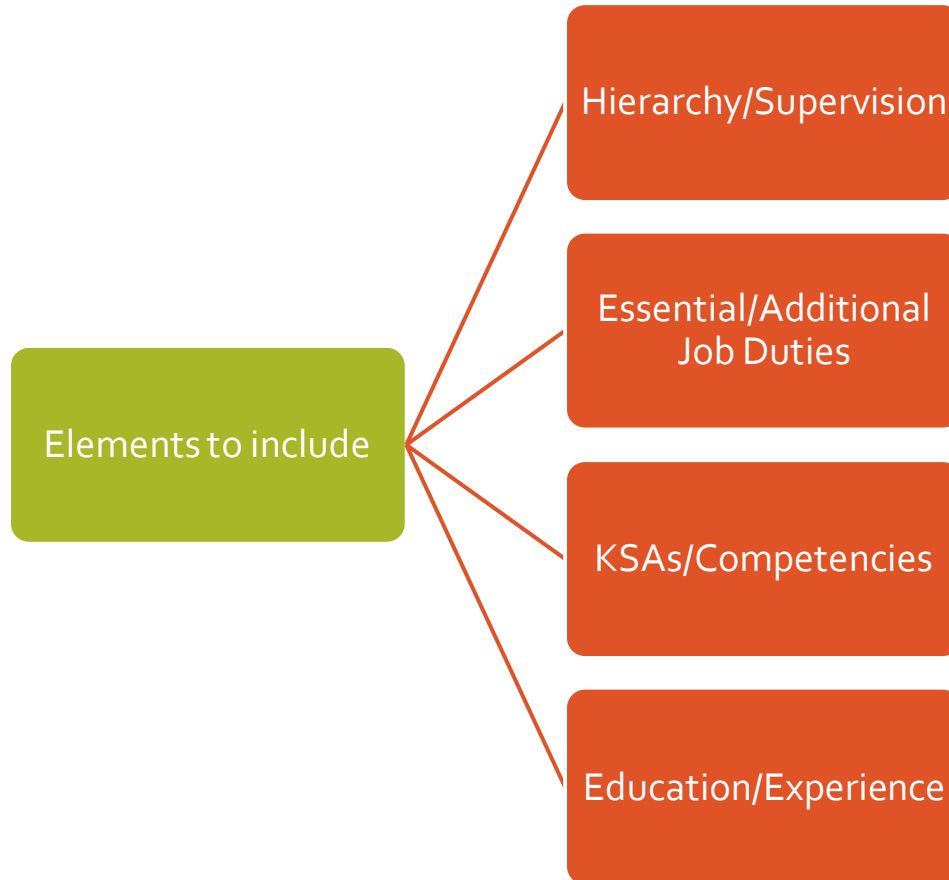
Non-exempt workers must be paid overtime (time and a half) for any hours over 40 they work in a single week.

Exempt workers are exempt from overtime requirements — but they must be paid the same salary every week, if they worked any portion of it, with a few narrow exceptions. (See below.)

Most importantly, whether you are exempt or non-exempt *isn't up to your employer*; it's determined by how the government classifies the type of work you do. To be exempt, you must earn a salary of at least \$23,600 and perform relatively high-level work as your primary duties. Specifically, in addition to the salary test, you must meet one of the following criteria:

- You're a "learned professional." Lawyers, doctors, dentists, registered nurses, accountants (but not bookkeepers), teachers, architects, engineers, scientists (but not technicians), pharmacists, actuaries, and clergy are exempt, as is anyone else whose work is "predominantly intellectual, requires specialized education, and involves the exercise of discretion and judgment."
- You're a "creative professional," like an actor, musician, composer, writer, cartoonist, or in some cases a journalist.
- Your primary duty is managing the business or a part of the business and you manage at least two people.
- You do work directly related to management or general business operations that involves the exercise of independent judgment and discretion about matters of significance. This refers to relatively high-level employees whose primary job is to keep the business running (such as HR, finance, marketing, PR, and legal) and who

EXEMPT VS. NONEXEMPT



Job Descriptions: What is Needed



Hire the
person—
train for
the skills

Interviewing



Have

at least two people
present in interviews.



Have

one person ask the
questions and one person
observe.

Interviewing Basics

Interviewing Basics

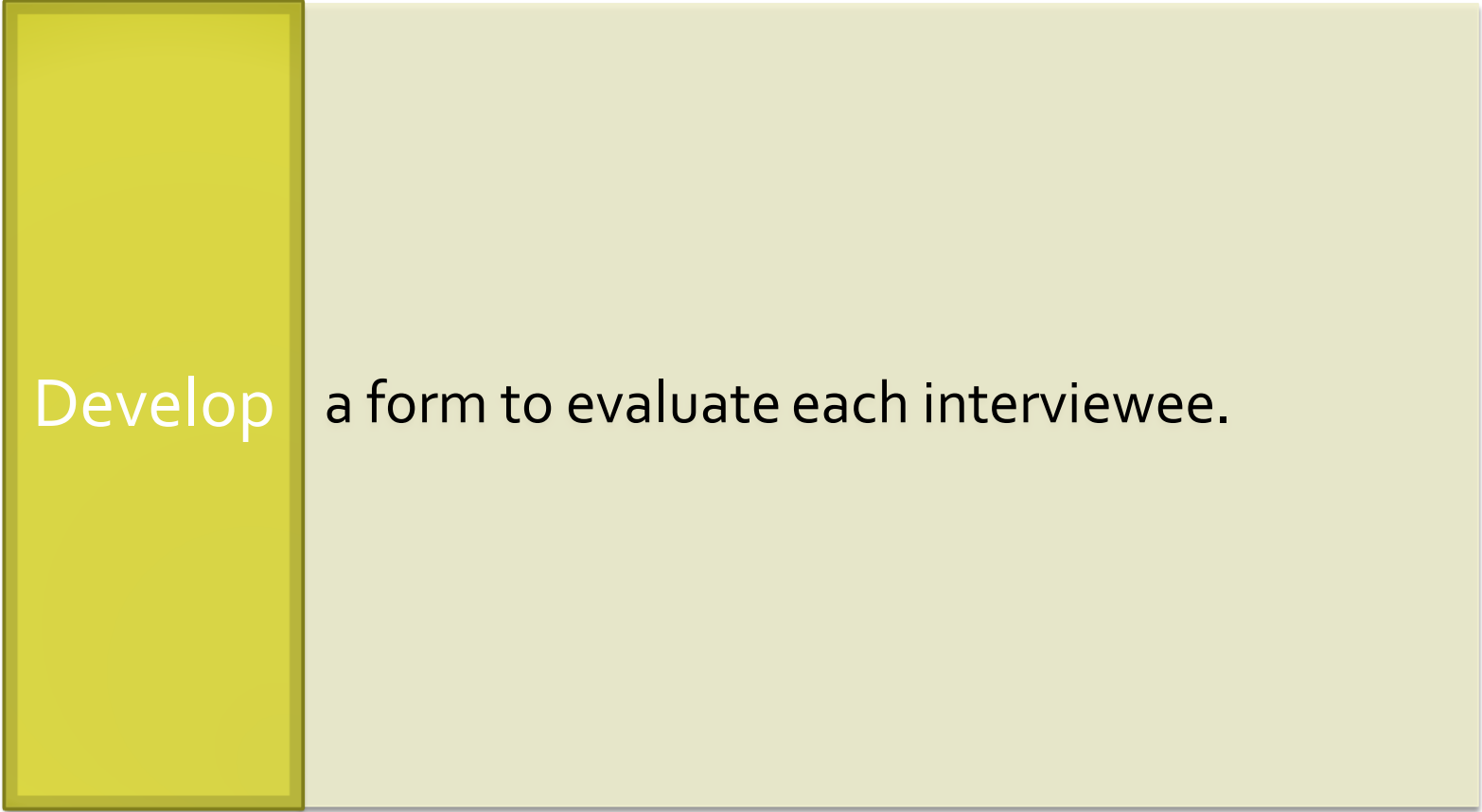
Include

- questions very specific to the job traits and skills you want for the position.

Ask

- follow-up questions to dig deeper.

Interviewing Basics



Develop a form to evaluate each interviewee.

INTERVIEW EVALUATION FORM—LIBRARY AIDE

Applicant's Name: Interview Date:

Time: Interviewers:

Score each response on a scale from 1 to 5 based on the following descriptions:

Low (1) — Applicant didn't provide example, answer questions or demonstrate command of skills

Average (3) — Applicant provided a somewhat detailed example but was vague in describing the circumstances or actions.

High (5) — Applicant provided a detailed example of a situation or description that highlighted sound experience or skills.

1	2	3	4	5	NOTES	
					How does this position fit into your career or life plans?	
					Please tell me about a device you've had experience with. What are your favorite features?	
					When assisting a patron, you type something into the computer, and the screen that appears isn't what you expected. How do you handle that?	
					Imagine assisting a patron locked out of an email account because he or she can't remember the password. How would you talk them through the process of regaining access?	
					Picture yourself working with one of the library's digital download services for an extended time, and then you're told we've changed systems. What steps would you take to adapt to the new system?	
					Explain your preparation process for this interview. What did you learn about the library?	
					We serve patrons of all ages everyday. What is your favorite age group to work with, and why?	
					If a patron asks you for a book they've heard about, but they're not sure about the author's name or even the title, how would you proceed?	
					Give me an example of a time you and a coworker didn't get along. How did you handle that situation?	
					Provide an example of a bad customer service experience, either as a customer or the service provider.	
					What kinds of activities help recharge you?	
					It's important to know how to give change during a money transaction. If a patron has a \$7.75 fine, and the patron hands you a \$20 bill, what change would you hand back?	



WHY ONBOARDING IS IMPORTANT

A quick introduction to the job is no longer effective.

It is worth it to make new employees feel welcome and comfortable in their new workplace.

If possible, choose mentors for new employees.



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ONBOARDING BASICS

Provide a binder with as much information as possible about the organization.



Have employee meet with
supervisor on day one.



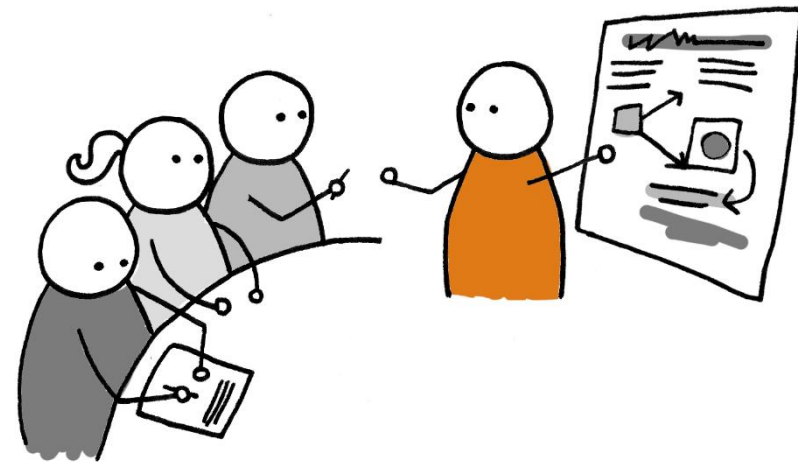


Have employee meet with director after a few days of training.



TRAINING

Commit to training a new employee for as long as needed.



Cross-train
Cross-train
Cross-train



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Thank You!

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Questions?

